

IN THE SPECIFICATION

Please amend the paragraph on page 6, beginning at line 18 as follows:

The system discussed in this document can be applied to any system that assists a user in navigating through a content base to desired content. A content base can be organized in any suitable fashion. In one example, a hyperlink tree structure or other technique is used to provide case-based reasoning for guiding a user to content. Another implementation uses a content base organized by a knowledge map made up of multiple taxonomies to map a user query to desired content, such as described in commonly assigned Copperman et al. U.S. Patent Application Serial No. 09/594,083, entitled SYSTEM AND METHOD FOR IMPLEMENTING A KNOWLEDGE MANAGEMENT SYSTEM, filed on June 15, 2000 (Attorney Docket No. 07569-0013), now issued as U.S. Patent No. 6,711,585, which is incorporated herein by reference in its entirety, including its description of a multiple taxonomy knowledge map and techniques for using the same.

Please amend the paragraph on page 7, beginning at line 13 as follows:

As discussed in U.S. Patent ~~Application Serial No. 09/594,083~~ No. 6,711,585 and incorporated herein by reference, taxonomy types include, among other things, topic taxonomies (in which concept nodes **205** represent topics of the content), filter taxonomies (in which concept nodes **205** classify metadata about content that is not derivable solely from the content itself), and lexical taxonomies (in which concept nodes **205** represent language in the content). Knowledge container **201** types include, among other things: document (e.g., text); multimedia (e.g., sound and/or visual content); e-resource (e.g., description and link to online information or services); question (e.g., a user query); answer (e.g., a CRM answer to a user question); previously-asked question (PQ; e.g., a user query and corresponding CRM answer); knowledge consumer (e.g., user information); knowledge provider (e.g., customer support staff information); product (e.g., product or product family information). It is important to note that, in this document, content is not limited to electronically stored content, but also allows for the possibility of a human expert providing needed information to the user. For example, the

returned content list at 140 of Figure 1 herein could include information about particular customer service personnel within content body 115 and their corresponding areas of expertise. Based on this descriptive information, user 105 could select one or more such human information providers, and be linked to that provider (e.g., by e-mail, Internet-based telephone or videoconferencing, by providing a direct-dial telephone number to the most appropriate expert, or by any other suitable communication modality).

Please amend the paragraph on page 8, beginning at line 20 as follows:

U.S. Patent ~~Application Serial No. 09/594,083~~ No. 6,711,585 also discusses in detail techniques incorporated herein by reference for, among other things: (a) creating appropriate taxonomies 210 to span a content body and appropriately weighting edges in the taxonomies 210; (b) slicing pieces of content within a content body into manageable portions, if needed, so that such portions may be represented in knowledge containers 201; (c) autocontextualizing the knowledge containers 201 to appropriate concept node(s) 205 in one or more taxonomies, and appropriately weighting taxonomy tags 202 linking the knowledge containers 201 to the concept nodes 205; (d) indexing knowledge containers 201 tagged to concept nodes 205; (e) regionalizing portions of the knowledge map based on taxonomy distance function(s) and/or edge and/or tag weightings; and (f) searching the knowledge map 200 for content based on a user query and returning relevant content. Other techniques for associating documents or other knowledge containers 201 with concept nodes 205 are described in commonly assigned Ukrainczyk et al. U.S. Patent Application Serial No. 09/864,156, entitled A SYSTEM AND METHOD FOR AUTOMATICALLY CLASSIFYING TEXT, filed on May 25, 2001, now issued as U.S. Patent No. 7,028,250, which is incorporated herein by reference in its entirety, including its disclosure of a suitable example of a document classifier. Still other techniques for associating documents or other knowledge containers 201 with concept nodes 205 are described in commonly assigned Waterman et al. U.S. Patent Application Serial No. [[_____]] 10/004,264 (Attorney Docket No. 1546.009US1), entitled DEVICE AND METHOD FOR ASSISTING KNOWLEDGE ENGINEER IN ASSOCIATING INTELLIGENCE WITH CONTENT, filed on October 31, 2001, which is incorporated herein by reference in its entirety,

including its disclosure of a knowledge engineer user interface for tagging documents to concept nodes.